

# DVS START-UP REPORT



**THE NEW YORK CITY  
DEPARTMENT OF VETERANS'  
SERVICES 2016-2019**



*Team DVS at the annual Veterans Day Parade*

# MAYOR'S LETTER

October 2, 2019

## TO MY FELLOW NEW YORKERS,

In 1942, my dad enlisted in the Army. He fought bravely in the Pacific during World War II, losing a leg at the Battle of Okinawa and returning home a decorated war hero long before I was born.

But as I grew up around him, it became clear that his challenges hadn't ended with the war – and that the burden of service never really leaves those who have served. Each New York City service member and veteran has bravely accepted that burden, but it is one they should not and must not face alone.

**That's why, in 2016, my Administration created the first City agency in the nation dedicated to serving veterans and their families: the Department of Veterans' Services.**

We are blessed that 210,000 veterans call New York City home. They are as diverse as our city itself, having served in every major conflict since World War II. They come from every background, race, religion, gender expression, sexual orientation, and creed. Many were born here in our boroughs. Others emigrated from nations far away. All chose to serve, giving much of themselves to our country and city. All deserve our help upon return.



DVS is central to that mission of providing help, and this report details the remarkable progress we have already made. In just three years, DVS has led a citywide effort to house over 4,600 homeless veterans; helped those with PTSD find competitive, suitable employment through the Vets CARE program; and created a groundbreaking mental health training program.

You will read about these successes and more on the following pages. But we have so much more to do. As this agency continues to grow and scale, I'm confident we will change even more lives and provide every New York City service member, veteran, and family with the support they need.

**That is our mission. It is one we will not fail.**

A handwritten signature in black ink that reads "Bill de Blasio".

Bill de Blasio  
Mayor, City of New York

# COMMISSIONER'S LETTER

October 2, 2019

**IT HAS BEEN MY ABSOLUTE HONOR** and pleasure to serve in City government, starting in 2014 as the Commissioner, Mayor's Office of Veterans' Affairs (MOVA) and, over the past three years, as Founding Commissioner, NYC Department of Veterans' Services (DVS). There simply could be no greater privilege.

My heartfelt gratitude goes to those intrepid souls who comprise Team DVS, past and present; the greater NYC veterans' community – advocates, family members, civilian allies, civic and elected leaders, service providers and public, private and social sector partners at all levels; the City Council and, of course, Mayor de Blasio and his entire leadership team. Thank you all for your wisdom, guidance, support, humor and, occasionally, patience and perseverance – it truly takes a team of teams.

I am extraordinarily proud of all that we have accomplished over these past five years, starting with MOVA and our staff of four and moving forward as the first city in the nation to establish a robust agency, DVS, that is now a model for other cities to emulate.

Today, we celebrate the publication of this DVS 3-Year Start-Up Report. This report reflects the remarkable 'whole of city' achievements forged through bold leadership, strategic collaboration and creative ingenuity.

And, for all that DVS has achieved to this point, I am most excited about its promising role going forward as the City's leading edge of innovation and impact.

Specifically, I envision an agile and adaptive agency which, in tackling the toughest challenges facing our City, will both benefit veterans and their families AND serve as an 'incubator' from which these innovations can be scaled and applied to benefit all New Yorkers. This is one more way for veterans and their loved ones – whose issues, concerns and needs cut across virtually all city policies and programs – can continue to serve on behalf of others. Truly, service on behalf of others remains our North Star.

We have already demonstrated this capacity with respect to ending veteran homelessness and are now following suit with whole health; coordinated access to services, care and resources; 'pay for success' public-private employment partnerships; suicide prevention strategies; and 'smart' AI applications to match skills, interest and experience with pathways to training, employment and entrepreneurial success – to name a few. Rest assured I will remain DVS' loudest and proudest cheerleader!

I look forward to continued service on behalf of our great City... Our best is yet ahead.

Yours in service,



Loree Sutton, MD

Brigadier General (ret., US Army)

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# EXECUTIVE SUMMARY



On December 1, 2015, Mayor Bill de Blasio signed legislation creating the New York City Department of Veterans' Services on the deck of the Intrepid Sea, Air, and Space Museum. **The department was established in 2016 with Loree Sutton, MD, Brigadier General (ret.), US Army, appointed as its founding commissioner for the benefit of our City's leading natural renewable resource: service members, veterans, and their families.** What's to be renewed is their capacity for & commitment to serving others. It is the first & only city agency in the nation dedicated to serving the needs of veterans & their families. DVS takes great pride in sharing lessons learned with other cities seeking to emulate our model.

**This report highlights the agency's primary initiatives, innovations, and accolades.** The report also contains key metrics on how we've performed over the past three years as the Mayor's Office of Veterans Affairs (MOVA) transformed from a staff of 4 dedicated officials to a stand-alone, independent municipal agency of over 40 staff. **Combined, the elements of this report tell the story of how DVS came into existence, developed programs and initiatives, and most importantly, made a significant difference to the lives of thousands of New York City service members, veterans, and their families.**

With a stellar team of dedicated, service-minded staff members, partners both in City government and the not-for-profit and private sector, and the guiding principle that service is our North Star, **DVS will only continue to become a stronger, more robust organization, capable of making a real difference in the lives of service members, veterans, and their families.** There simply is no greater privilege.



# ABOUT DVS



**But while we recognize veterans' struggles, we believe we must focus foremost on veterans' strengths.** We firmly believe that by investing in veterans and their families, cities are quite simply investing in good citizens.

Whether caring for a World War II veteran who fought in the Battle of the Bulge or assisting a Post 9/11 veteran navigate her post-military career, or helping a caregiver spouse seeking support -- **we are here to help.**

## FOUNDING PRINCIPLES

**WE BELIEVE** veterans, service members, and their families are civic assets. Their demonstrated commitment to service prepares them for a lifetime of leadership among their peers, and in their neighborhoods, communities, and cities.

We acknowledge their struggles, especially for those who have recently left the armed forces: **never before have so few been asked for so long to fight on behalf of so many.** With multiple deployments over 18 years of a war, with no defined front line and often invisible enemies, post 9/11 service members of all components -- active, National Guard, and reserves -- have often been continuously exposed to threat during the bulk of their time in service.



# ORIGIN OF DVS

## 1987



**TO UNDERSTAND HOW NYC was able to create a Department of Veterans' Services, it helps to understand a little of this history of veterans in New York City.** Vietnam-era veterans in New York City began advocating for better treatment when Ed Koch was mayor back in the 1980s. Koch was a veteran himself and recognized that the Vietnam War veterans had not been given the support they had earned.

Thus, in 1987, Koch and the City Council established NYC's first Mayor's Office of Veterans Affairs (MOVA) by Local Law 53.

NYC MOVA's original mandate was to advise the mayor on issues and initiatives impacting the veteran and military community.

Unfortunately, once established, MOVA was not prioritized politically or in the budget. MOVA had a handful of extremely dedicated fully-trained staff, but very little funding to support their work. As such, MOVA was only able to perform ceremonial duties and aid veterans experiencing the most dire life crises.

Things are different now.



## 2015



**BY 2015, CIRCUMSTANCES** surrounding veterans in New York City had changed. In many ways, the conditions couldn't have been more favorable, with three factors standing out in particular:

**Political will:** First, in 2014 NYC elected a mayor, Bill de Blasio, whose parents – and whose wife Chirlaine McCray's parents – had all served in the armed forces during World War II, making veterans and family issues distinctly personal ones. Together, with the support of the City Council, they resolved to improve the lives of today's NYC veterans and families.

**National attention:** Second, in 2014, President Obama issued the Mayor's Challenge to End Veterans Homelessness, a nationwide initiative to end veteran homelessness, bringing national attention and renewed municipal-level focus on the veteran population.

**Active advocates:** Third, the Post 9/11 cohort of veterans' advocacy organizations became increasingly vocal and influential and joined forces with pre-existing advocacy groups. The active and unified veteran advocacy community brought the necessary attention and public support to make MOVA's transformation into DVS a reality. We are forever grateful for their advocacy.

**"I think this is going to lay the foundation for how we serve veterans, how we look at veterans' issues, and how we help veterans in the future."**

*- Eric Ulrich, former City Council Chair  
for the Committee on Veterans*

## MAJOR LOCAL & NATIONAL VSOs

American Legion

Catholic War Veterans

Disabled American Veterans (DAV)

Iraq & Afghanistan Veterans of America (IAVA)

The Headstrong Project

Metro Vets

The Mission Continues

New York City Veterans Alliance

Student Veterans of America (SVA)

Team Rubicon

Team Red White & Blue

United War Veterans Council

Veterans of Foreign Wars (VFW)

Wounded Warrior Project

**IN SHORT, WITH** political leadership supportive of veterans, national leadership dedicated to tackling veteran homelessness at the municipal level, and veteran advocacy groups organized and growing in influence, the circumstances were ripe for a change for New York City's MOVA. Thus, in 2014, the Chair of the Committee on Veterans in the City Council, Eric Ulrich, introduced legislation, Intro. 314, proposing the establishment of the creation of a NYC Department of Veterans' Services. **That the bill received 30 co-sponsors is a testament to how politically popular veterans' issues in New York City had suddenly become.**

Overall, a combination of circumstances – political will both at City Hall and the City Council; national attention on veterans' issues; general goodwill among the public toward veterans; and action from advocacy organizations -- led to the creation of DVS: **the first major city in the country devoted solely to veterans and their families.**

On December 1, 2015, Mayor Bill de Blasio signed legislation creating the New York City Department of Veterans' Services, appointing Loree Sutton, MD, Brigadier General (ret.), US Army, as its **founding commissioner.**



## MISSION

**DVS fosters purpose-driven lives for ALL New York City service members, veterans, and their families, caregivers, and survivors -- regardless of era or length of service or discharge status -- through:**



**Community engagement:** amplifying life strategies for a successful transition and renewed service



**Targeted advocacy:** championing legislative and policy proposals at the local, state, and national level



**Compassionate service:** ensuring coordinated access to earned benefits, services, and resources

## VALUES

**HONESTY \* EMPATHY \* ACCOUNTABILITY \* RESPECT \* TEAMWORK**



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# ABOUT NYC VETERANS

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We recognize that this is a broader definition than the federal government or even the state of New York use. When we assist veterans and their family members, we do our utmost to match them with benefits & services, recognizing that depending on their length of service, discharge status, or other factors they may not be eligible for the same benefits as other veterans. **No matter how long you served or the nature of your service, DVS will do all that it can to find you the services you need.**

## WHO WE SERVE

**WHEN DVS WAS** established, we first had to define who we counted as a veteran.

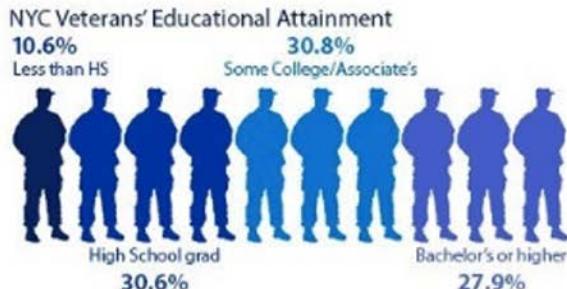
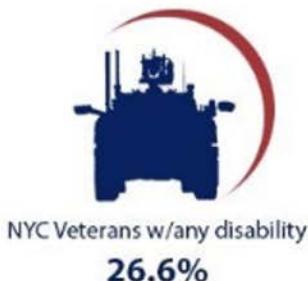
**We do not discriminate against anyone** regardless of branch of service, length of service, discharge status, or any other reason. If you raised your right hand to serve in the US armed forces -- in any branch of service, including the National Guard and reserves for any length of time and regardless of discharge status -- New York City considers you a veteran.

DVS also serves military family members, caregivers, and survivors, recognizing that when someone's loved one serves, families serve, too.

"When veterans come home, we have a duty to provide them with the best services possible to help them in returning to civilian life. With this department, that is exactly what we are doing."

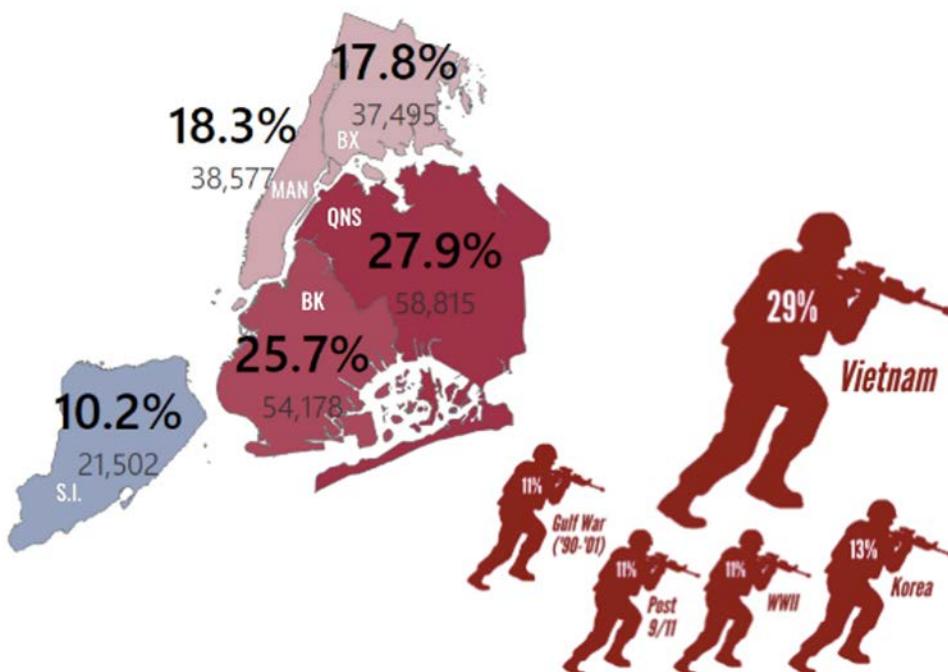
*- Melissa Mark-Viverito, former Speaker of the New York City Council*

# NYC Veteran Demographics



*(\*as of most recently available data in 2016)*

## Veteran population by borough



NEW YORK CITY is home to approximately 210,000 active-duty service members, veterans, National Guards men and women, and reservists. DVS also serves their families, caregivers, and survivors, as well as those who live in the surrounding areas and commute to New York City for work or school. We estimate our entire community is close to one million strong.

## VETERAN FACTS

HOLLYWOOD MOVIES OFTEN portray veterans as either hero -- superhuman beings who can do no wrong -- or victim -- broken-down versions of a "normal" person. The reality is that New York City veterans are as diverse as the city itself, representing all demographics, socioeconomic, and educational backgrounds.

One under-reported fact about veterans that Hollywood should take note of is that veterans -- in New York City and around the country -- are excellent citizens. According to a 2016 survey by the not-for-profit Got Your 6, veterans vote more, volunteer more, and are generally more civically engaged than their civilian counterparts. In sum, **veterans and their families make our neighborhoods, our communities, and our city stronger.**

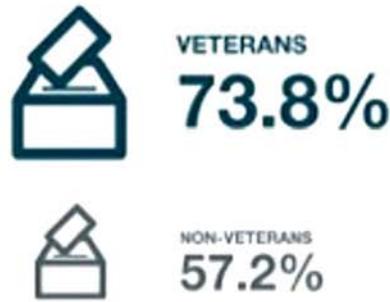
**"Veterans vote more, volunteer more, and are generally more civically engaged than their civilian counterparts"**

*- Got Your 6 2016 survey*

### AVERAGE NUMBER OF HOURS VOLUNTEERED



### VOTE IN LOCAL ELECTIONS ("Always vote" or "Sometimes vote")



### ATTENDED A PUBLIC MEETING



# MILITARY CULTURAL COMPENTENCY



	Active Duty	National Guard	Reserves
<b>Commitment</b>	On call 24/7	Training 1 weekend / month; 2 weeks / year	Training 1 weekend / month; 2 weeks / year
<b>About</b>	Full time military service with salary, healthcare, annual leave	Dual service to state & federal govt; activated by governor or POTUS	Reserve force for each military service branch
<b>Location</b>	Regular deployments & change of duty stations	Live & work in local communities; deployments when activated	Live & work in local communities; activated to augment active duty of service branch

“To see this young agency grow and evolve so quickly within this last year is nothing short of tremendous. Helping the heroes who have sacrificed immensely for this country is critically important and challenging work. What Commissioner Sutton and her team at DVS have accomplished in such a brief period of time is truly inspiring.”

*Mayor Bill de Blasio*

# MILITARY SERVICE BRANCHES

## US Army



Oldest branch of the US military. Dominant land force charged with protecting the security of the US and its resources; guards installations & properties.

## US Marine Corps



Second smallest branch. Nation's "rapid-reaction force," generally the first on the ground; guards US embassies; aids in humanitarian missions.

## US Navy



Operates primarily by sea but uses air \* land components. Charged with securing oceans & protecting national interests overseas.

## US Airforce



Nation's primary source of air and space power; conducts peacekeeping, humanitarian, and medical evacuation missions.

## US Coast Guard



Smallest branch. Protects the nation's domestic waterways, facilitates commerce, provides law & maritime safety enforcement, and military naval support.

**"We celebrate and honor our returning heroes one day each year on November 11, "Veterans Day," with a big parade. While parades are nice, the creation of the NYC Department of Veterans' Services is even better."**

*- Fang Wong, former National President,  
American Legion*

# LOCAL LAWS ON BEHALF OF VETERANS

## Local Law 44-2019 Annual Report

DVS must produce an annual report in December on department services; how many service members, veterans & family members we interact with, where, & what services they seek

## Local Law 216-2018 Resource Guide

DVS must create a veterans resource guide with information on available benefits including jobs, health, education, legal assistance, financial assistance & other services

## Local Law 119-2017 Protection from Discrimination

NYC prohibits discrimination against anyone based on his or her "uniformed service": current or prior service in the 5 branches of the US military, National Guard or reserves

## Local Law 214-2018 Benefits Counseling

DVS must provide benefits counseling help to veterans & their families that includes advice & information by trained staff in each of the five boroughs, including at each veteran resource center

## Local Law 128-2017 Tax Exemptions

The City of New York increases the maximum exemptions of the real property tax law

## Local Law 113-2015 Creating DVS

The City of New York amends its charter to create the Department of Veterans' Services



DVS Final Honors program partners

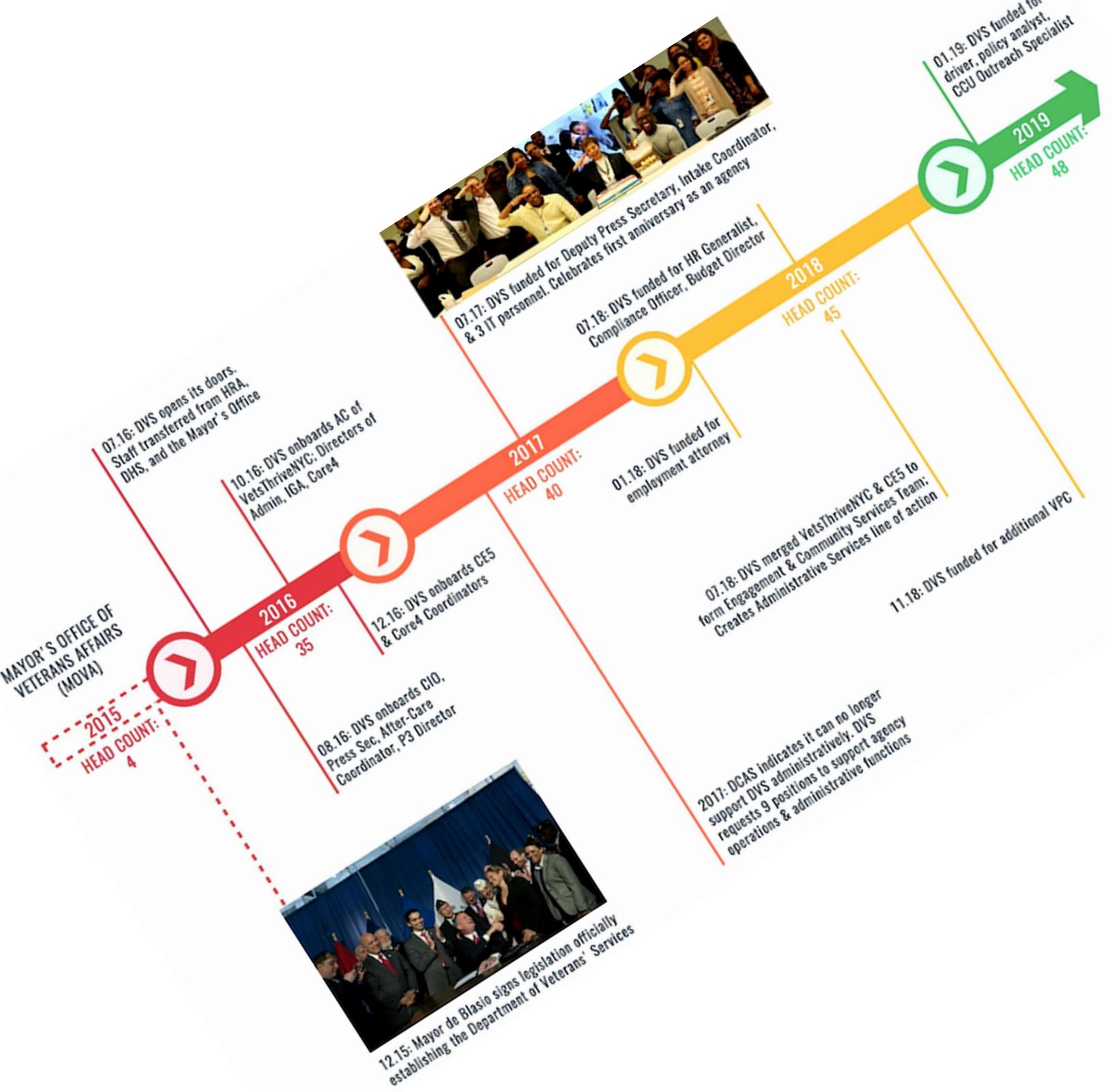


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# AGENCY OPERATIONS & INITIATIVES

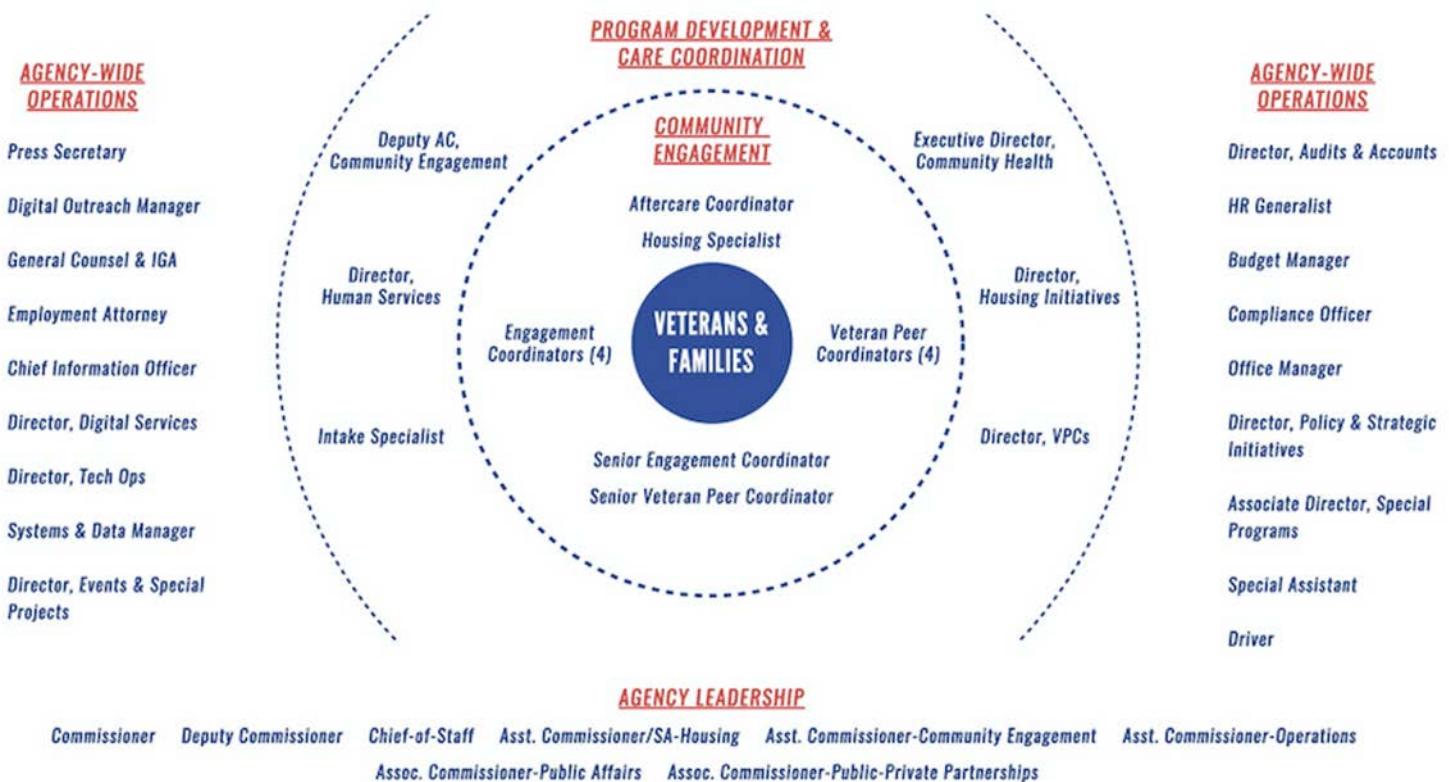
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# FROM MOVA TO DVS: TIMELINE



# "ORB" CHART

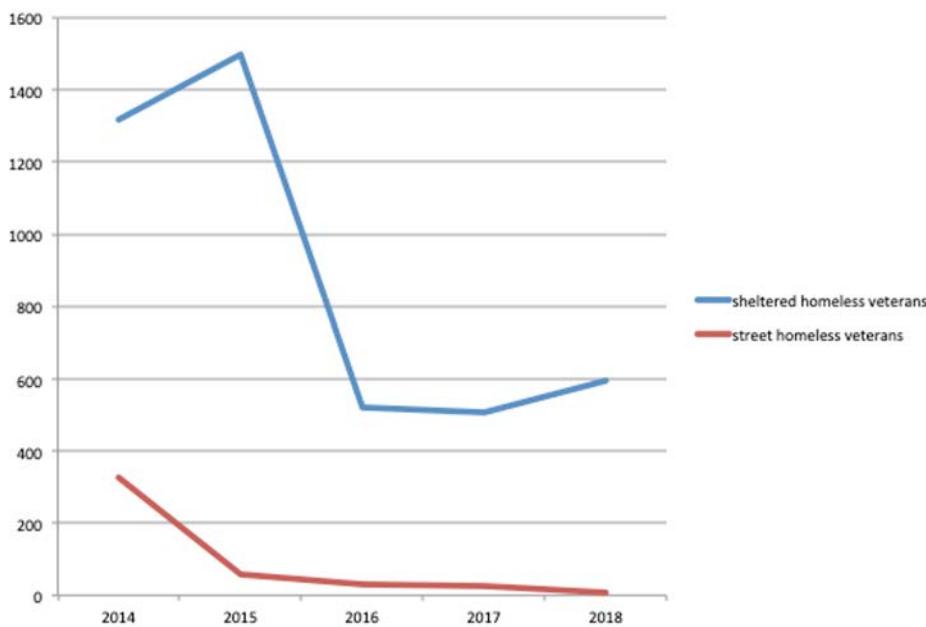
DVS OPERATES AS A matrix leadership organization. This means DVS staff is organized by task, with informal teams coalescing around complex challenges spanning one or more units. Regardless of the team or project, though, **our focal point is always veterans and their families**. This is expressed in our informal “Orb” Chart, which DVS uses as a visual expression of how our Outreach Team – those who interact with veterans & their families most often – serve as our “Front Lines” in the community; the rest of the agency supports their efforts. For Team DVS, the needs of service members, veterans, and their families always come first.



# HOUSING & SUPPORT SERVICES

**THE HOUSING & SUPPORT** Services (HSS) unit expands and improves housing and social service resources available to NYC veterans and their families and aids these constituents in navigating existing resources. Our top priority is working with homeless veterans, developing and sustaining a system that rapidly rehouses all those that become homeless, and working with our public and private partners to prevent homelessness in the first place.

**97% decrease in street homelessness: 2014-2018**



## MILESTONE Ending Chronic Veteran Homelessness

Through partnerships & innovative programs, New York City has reduced veteran homelessness by almost 90% since 2011 -- compared with 47% nationally -- leading the federal government to certify in December 2015 NYC officially ended chronic veteran homelessness.

**PEER SUPPORT:** DVS adopted an innovative peer-to-peer, housing-only and housing-first approach. With just 5 full-time Peer Coordinators (VPCs), **DVS has housed 800 veterans** since the program was stood up in the fall of 2015.

**AFTERCARE & EVICTION PREVENTION SUPPORT:** Assisting both formerly homeless veterans and their new landlords to ensure that veterans housed by DVS stay housed. Since 2016, **DVS helped over 1,300 formerly homeless or at-risk veterans**, saving 58 veterans from imminent eviction.

**HOUSING COORDINATION CENTER:** Provides a **one-stop placement service for landlords, brokers, and property managers** to ensure quality placements & expedited rent-ups.

# ENGAGEMENT & COMMUNITY SERVICES



**DVS IS DEDICATED** to helping veterans gain access to educational programs, find fulfilling and sustainable jobs, and create their own business opportunities. DVS recognizes that it's not enough to ensure veterans have a place to live. They need the means to live. And just as important, **veterans and their families need to do work that renews their sense of purpose, passion, and meaning.**

Veterans and often their families are eligible for special benefits specifically geared toward education, employment, and entrepreneurship. Yet navigating these resources can be challenging. To address this, **DVS provides vetted resources, one-on-one assistance, and information about resources to assist and honor veterans at community events and offices in each of the five boroughs** (locations & hours below).



## VETERAN RESOURCE CENTERS

### BROOKLYN

Workforce 1 Center  
9 Bond Street  
5th floor (M,W)

### QUEENS

Queens Borough Hall  
120-55 Queens Blvd  
(M,Th)

### BRONX

Bronx Borough Hall  
851 Grand Concourse  
Room 209 (W,Th)

### STATEN ISLAND

SI Borough Hall  
10 Richmond Terrace  
Room G-25 (T,W)

### MANHATTAN

1 Centre Street  
Suite 2208 (M,Th)

### OFFICE HOURS

10am-noon, 1pm-4pm

# OPERATIONS & ADMIN SUPPORT



When DVS first opened for business in 2016, administrative support was provided by the Department of Citywide Administrative Services (DCAS) and other partner agencies. DVS's then Director of Administration Jason Parker and Deputy Commissioner Roth managed the partnership with DCAS for all administration, budgetary, and human resources support.

**DVS became a fully independent agency in July 2018**, ending its formal partnership with DCAS and establishing its own Operations & Administrative Services (OAS) team with Parker serving as Assistant Commissioner. **The OAS team provide essential administrative functions for the agency** including HR, budget, compliance, and audits. They ensure the agency is able to hire, train, pay staff, and budget for its programs and initiatives, making its creation a key building block in DVS establishing itself as a complete and independent agency.

"We believe (DVS) has the potential to position NYC as the nation's leading veteran-friendly city, attracting veterans just as it does aspiring artists, writers, entrepreneurs, and leaders – and we hope to see veterans of all eras continuing to rise together to make this city greater, stronger and more vibrant than ever."

*- Kristen Rouse, founder, New York City Veterans Alliance*

# PUBLIC-PRIVATE PARTNERSHIPS

## EDUCATION | MENTORSHIP | EMPLOYMENT | ENTREPRENEURSHIP

The Public-Private Partnerships team oversees the **Veterans Success Network**, which includes 3 key initiatives to help support veterans through their transition to civilian life.



A collaborative to share **best practices** with **40+ colleges & universities** in New York City with the largest student veteran populations

### Service to Service NYC



A partnership that educates and empowers veterans and AmeriCorps Alumni to pursue careers in City government. Program opportunities include mentorship, networking, and training



A DVS-created Corporate Pledge: A promise that companies sign to confirm their support for veteran and veteran spouse employees

# CORE4 WHOLE HEALTH MODEL

Extending the front lines of hope and healing from the clinic to the community.



**THE CORE4 WHOLE HEALTH Model™** is a community and peer-based approach to veteran wellbeing, extending the front lines of hope and healing from the clinic to the community. Relying on city-wide outreach and family engagement, the Core4 approach focuses on increasing connections for veterans and their families beyond clinical settings. This model includes:

- **Culture:** Education and Engagement through Cultural Initiatives (C1)
- **Connection:** Peer Intervention and Social Support (C2)
- **Community:** Holistic Services (C3)
- **Clinical:** Treatment & Medical Care (C4)

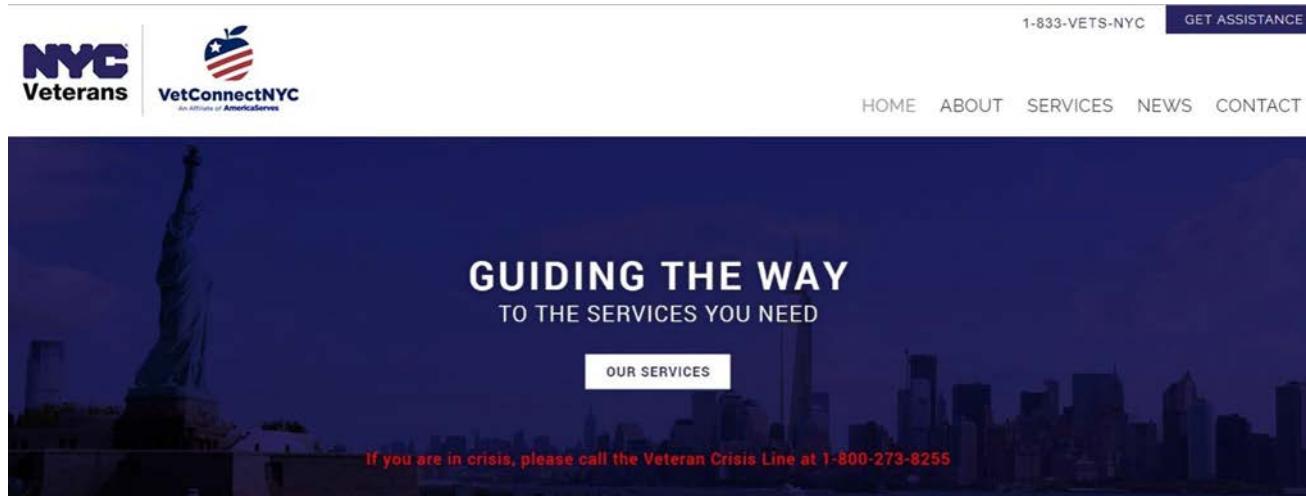
We believe that our country has over-medicalized the path home from war. Research shows us that half of all veterans never seek clinical care for mental health challenges, and of those, half only go for one visit. The Core4 model provides a realistic, implementable model that builds on a foundation that's both low in cost & stigma.



# VETCONNECTNYC

"No Wrong Door" Approach to Care

For straightforward needs, such as referrals to legal services or mental health resources, our outreach team continued to provide a “warm hand-off” to one of our partner organizations. But we discovered that **very often, veterans and their families had multiple needs**: a student veteran, for instance, might need help with housing, want to connect with a mentor in his or her chosen career field, and need financial services advice as well.



To meet complex needs, DVS acquired a coordinated care platform run by the AmericaServes network, Syracuse University’s Institute for Veterans and Military Families (IVMF), Unite:US, and Northwell Health. The platform ran as a pilot in New York City for three years under the name “NY Serves: NYC.” Once DVS acquired the platform, we rebranded it to VetConnectNYC.

With a coordinated care platform, our Outreach Team could refer any veteran or family member to the website or phone number. A case manager (from Northwell Health) would match that individual with only the organizations that he or she was eligible for. **With this “no wrong door” approach to care, our Outreach Team is empowered to handle all manner of queries: from simple referrals they manage on their own, or complex care, which they refer to VetConnectNYC.**



*Deputy Commissioner Jeff Roth advocating for diverse veterans*



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# HOW WE'RE DOING

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# REPORTS & UPDATES



**DVS WORKS DILIGENTLY** to keep our community informed and up to date about both agency programs and initiatives and what's happening in the New York City veterans' community. We do this in a variety of ways:

## REPORTS

DVS submits data on performance to the annual **Mayor's Management Report (MMR)**, which can be found at the [nyc.gov](http://nyc.gov) website.

DVS also submits a memo to the **New York City Veterans Advisory Board (VAB)**, an independent advisory board comprised of 11 members appointed by the Mayor (6) and the City Council (5).

## DIGITAL MEDIA

Information about DVS can be found on our website -- [www.nyc.gov/vets](http://www.nyc.gov/vets) -- as well as Twitter, Facebook, LinkedIn, and Instagram at [@nycveterans](https://www.instagram.com/nycveterans).

DVS also issues a monthly newsletter, podcasts, routine media alerts, press releases and blog posts. **Check out our social media channels for more information or sign up for our mailing list.**

"Veterans and their families are truly this country's greatest renewable resources and attracting them to New York City supports our continued success"

*- Todd Haskins, Chair, NYC Veterans Advisory Board*

## Follow Us!



# MILESTONES

## 2016

**AGENCY FOUNDED:** Allocating a budget of nearly \$4 million, New York City officially creates the first new City agency in over 20 years, **the first and only in the nation dedicated to serving the needs of veterans and their families.** Brigadier General (ret. US Army) Loree Sutton, MD, is appointed founding Commissioner

**VETERAN TREATMENT COURTS:** With the opening of the Manhattan and Staten Island Veteran Treatment Courts, **justice-involved veterans in all 5 boroughs are provided the opportunity to work with community mentors and receive supportive services**

**DIGITAL OUTREACH:** DVS launches a new website and establishes social media presence on Twitter and Facebook at @nycveterans. Begins to establish mailing list with just over 500 email addresses.

## 2017

**IN-PERSON OUTREACH:** Working in partnership with the Borough Presidents, **DVS establishes the City's first satellite sites** serving veterans and their families, with open office hours, in all five boroughs

**VETERANS AS PROTECTED CLASS:** DVS and the Commissioner on Human Rights co-draft an official letter for landlords and renters affirming the GI Bill must be accepted as valid income for housing; Int. 1259 pass, **adding uniformed service members and veterans as a protected class to the City's human rights law.**



DVS HQ at 1 Centre Street



#HappeningNow: Commissioner Sutton presents proclamation to @NYPD10Pct new Commanding Officer, Captain Coleman in honor of #NationalNightOut. #NNO2018



DVS shares information on Twitter with our 5,000+ followers

# MILESTONES

## 2017 (cont.)

**COAST GUARD CITY:** NYC established as official Coast Guard City -- municipalities formally recognized as supportive of Coast Guard operations -- **making New York City the largest Coast Guard City in the country**



Coast Guard Silent Drill Team at City Hall

**DISASTER RELIEF & HUMANITARIAN SUPPORT:** DVS hosts NYC's first Senior Leadership Seminar, an event for leadership from the federal, state, and local level to **exchange ideas on coordinating efforts for future disaster relief operations**

**CITY HALL THEATER OF WAR:** DVS Public Artist in Residence Bryan Doerries brings his staged readings and roundtable **discussion of ancient Greek tragedy to leadership from the Navy, Marines, and Coast Guard in a special performance at City Hall**



Theater of War at City Hall

## 2018

### STREET HOMELESSNESS AT ALL-TIME LOW:

Reduced number of overall homeless veterans from over 4,700 in 2011 to just over 600 in 2018, **all but 8 of whom were in shelter during the annual HOPE count**



NBCNEWS.COM

NYC mayor announces plan to assist 12,000 veteran students at risk of eviction

# MILESTONES

## 2019

**NYC's FIRST SOCIAL IMPACT BOND:** Launched Veterans Coordinated Approach to Recovery & Employment (Vets CARE), a Pay for Success initiative that supports unemployed veterans with PTSD attain competitive, suitable employment; **winner of NYU's Grunin Prize for Law & Social Entrepreneurship**

**COMMEMORATING END OF WORLD WAR I:** Bringing together Fleet Week and City leadership to recognize New York City's role in and to **commemorate the centennial of the end of World War I**



From NYC Archive - WWI soldiers on 5th Ave

**ADVOCATING FOR WOMEN VETERANS:** Issuing an official statement of support to rename the **Manhattan VA to the Margaret Corbin Medical Center** in honor of the first female veteran to be recognized by the United States Army

**STANDING IN SOLIDARITY WITH LGBT+ VETERANS:** From sharing stories of what it was like to serve as an LGBT service member during WWII and the Vietnam War to marching in the World Pride parade, DVS recognized our LGBT brothers & sisters throughout LGBT Pride month



Team DVS at 2019 World Pride Parade

# INNOVATIONS & ACCOLADES

## RAPIDLY HOUSING HOMELESS VETERANS

**DVS** launched the Veteran Peer Coordinator program, catapulting New York to a record decrease in veteran homelessness and helping the City to reduce shelter stay to a median of 79 days.



## "FINAL HONORS" DIGNIFIED BURIALS PROGRAM

**DVS** created the only municipal program in the nation to ensure homeless **veterans with no next of kin** receive dignified burials with honors in a national cemetery

“We don’t know what the circumstances were, where these folks became disenfranchised from their families,” she said, “but they raised their hand for their country and for everything we hold dear, so they are eligible for their final honors.”

- Ines Adan  
Director of Constituent Services



DVS' housed veterans with their new keys

*The New York Times*

*A Dignified End for New York's Forgotten Veterans*



New York Times feature on Final Honors program

## VETERAN-SPECIFIC MENTAL HEALTH FIRST AID TRAINING

created training with DOHMH specifically tailored to those working with military and veteran populations

# INNOVATIONS & ACCOLADES

## GOVERNING

THE STATES AND LOCALITIES

FINANCE | HEALTH | INFRASTRUCTURE | MGMT | WORKFORCE | POLITICS | PUBLIC SAFETY | URBAN | EDUCATION | DATA  
MAGAZINE | NEWSLETTERS | PODCASTS | EVENTS | PAPERS

FINANCE

### First 'Pay for Success' Project for Veterans Underway

The VA is working with states and cities to use the innovative financing approach to help veterans with PTSD find gainful employment. If it's successful, the payoff for investors is big.

BY LIZ FARMER | NOVEMBER 14, 2018 AT 3:00 AM



Article featuring DVS' program for veterans with PTSD



Infographic highlighting immigrant veterans

**Don't discharge immigrants in the military, be grateful and make more of them citizens**

Jeffrey Roth, Opinion contributor

Published 4:00 a.m. ET Aug. 17, 2018

USA Today op-ed by Deputy Commissioner Jeffrey Roth



### DEFENDING IMMIGRANT VETERANS

**published op-ed in USA Today and issues infographics to**

**highlight vital contributions of immigrant service members**

### "PAY FOR SUCCESS" PROGRAM

### WINS NYU LAW SCHOOL AWARD:

Vets CARE won the NYU School of Law Grunin Prize for the innovative legal framework bringing together federal, state, and local government

### HACKING MILITARY TRANSITION:

created Veterans Success Network -- helping student veterans with the Veterans on Campus network; career advice through Mentor A Vet initiative; and job paths through the Veteran Career Council

### AFTERCARE & EVICTION

**PREVENTION:** created the first aftercare and eviction prevention program in New York City specifically for veterans, preventing over 150 evictions

# INNOVATIONS & ACCOLADES

**CITY SERVICE AWARD:** New York City's Excellence in Public Service Award given to DVS Director of Constituent Services, Ines Adan (pictured right)



Ines Adan (center) with DC Roth and AC Branca with her "Excellence in Public Service" Award

**MONUMENT TO WOMEN SERVICE MEMBERS & VETERANS:** DVS work with partners to create and establish the first women's veterans monument in the New York City area, at Calverton National Cemetery (pictured right)



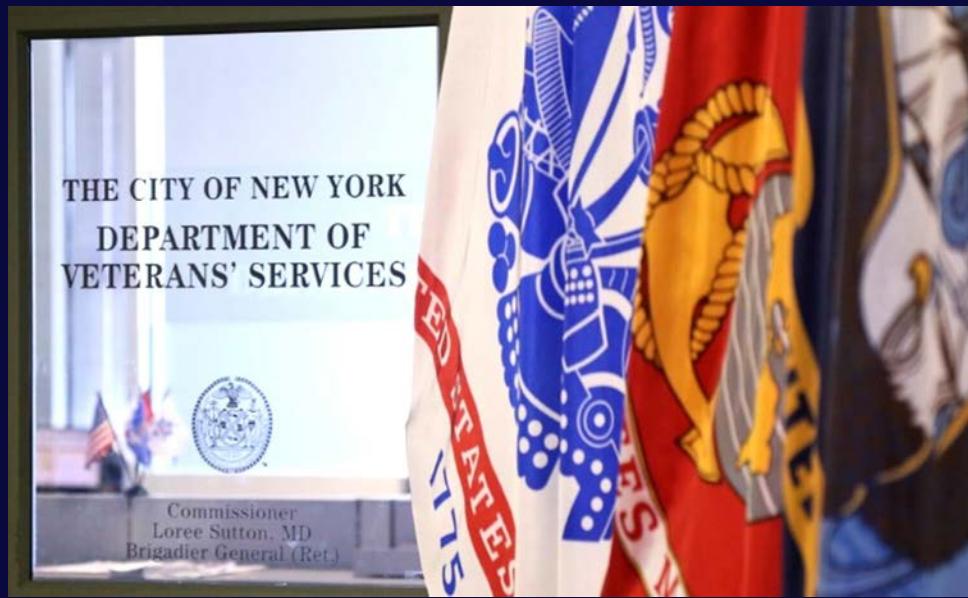
"Women Serve" monument at Calverton National Cemetery

**IBM-WATSON CHALLENGE AWARD FOR SUICIDE PREVENTION TECH:** DVS Associate Director for Strategic Policy Jason Loughran mentored the College of Staten Island student team to develop an algorithm to identify veterans at greatest risk for suicide

**DATA ANALYTICS AWARD:** DVS's founding CIO Venkat Motupalli awarded "Best of NYC Award for Data Analytics" for determining the primary point of origin for new NYC veterans -- Fort Hood, TX -- allowing the agency to conduct pre-move outreach



Team DVS with American Legion Post 1921



# APPENDIX

# BY THE NUMBERS

DVS submits four performance indicators across two goal priorities for the **Mayor's Management Report (MMR)**. The first indicator is mitigating and preventing homelessness for veterans. The second indicator is ensuring veterans have information about and are connected with appropriate resources. The Housing & Support Services program pre-dates DVS; those figures reflect data from 2015-2019. All other figures reflect data from FY2018-2019 (i.e. the reporting period from Jul 1 2018 - Jul 1 2019).

## Provide supportive services to veterans and their families

GOAL1a: Mitigate and prevent homelessness for veterans\*

**Homeless veterans housed:** **725**

**Veterans who received  
homelessness prevention help:** **904**



## Assist veterans and their families with accessing eligible resources

GOAL2a: Ensure veterans have information about and are connected with appropriate resources

**Veterans engaged (provided information in  
one-on-one interactions):** **24,995**

**Veterans assisted (provided one-on-one  
help to navigate & secure referrals):** **5,591**



\*DVS works in concert with multiple agencies at the city, state, and federal level to house homeless veterans and their families. These numbers reflect the veterans and family members DVS has taken the lead on housing.

# BY THE NUMBERS

## VETERAN COMMUNITY OUTREACH

	Community & speaking events	985		Mailing addresses	53,840
	Audience members reached	82,291		Social media followers	10,311
	Veterans engaged one-on-one	26,512		Email subscribers	12,513
	Veterans assisted at events	1,767		Website views (2019)	89,258
<b>VETS REACHED</b>			<b>REACH CAPACITY</b>		
<b>110,570</b>			<b>165,922</b>		



# BY THE NUMBERS

## STUDENT VETERANS

GI Bill users in NYC

**~10,000**

New student vets/yr

**~1,500**

NYC schools in Veterans on Campus network

**85**

Avg. housing allowance for student vets / month (during academic year)

**\$4,230**

GI Bill \$ spent in NYC/year (student \* 4 yrs)

**\$1.8 billion**

## SPECIAL PROGRAMS & COMMUNITY OUTREACH

Dignified burials for homeless veterans

**600+**

Community events attended

**456**

Assistance requests by borough:

Queens **1,092**

Brooklyn **875**

Bronx **772**

Manhattan **635**

Staten Island **398**

## VETERANS IN CITY GOVERNMENT

City personnel with military status (e.g. veterans, National Guard, reservists):

**\*9,578**

*\*7% increase since DVS founded*

# of veterans / military service members at:

NYPD **3,822**

FDNY **1,326**

DOC **853**

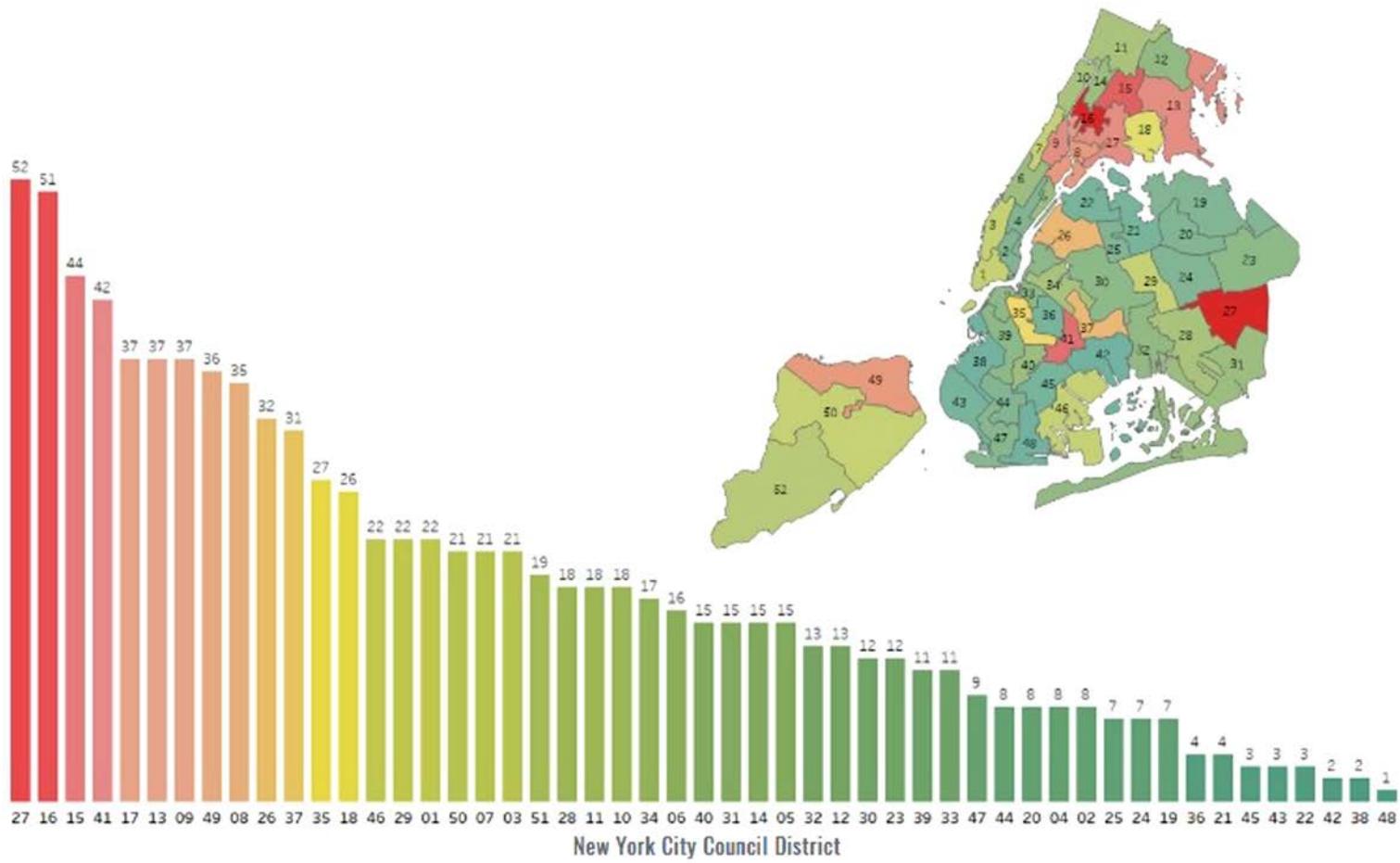
DSNY **542**



Team DVS visiting with Bronx senior center members

# BY THE NUMBERS

## Assistance Requests By Constituent City Council District



"We are proud to be a part of history here in New York City. The establishment of the NYC Department of Veterans' Services is a clear example of what veterans can do when we come together to make our community better."

- Aaron Scheinberg, former Executive Director, *The Mission Continues*



*DVS's unofficial mascot -- the falcon who nests outside the 22nd floor window at 1 Centre Street*



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## DVS LEADERSHIP TEAM

### **Commissioner Loree Sutton, Brigadier General (ret.), MD**

Deputy Commissioner Jeffrey Roth

Chief of Staff Ellen Greeley

Associate Commissioner Cassandra Alvarez

Associate Commissioner Alexis Wichowski

Assistant Commissioner Nicole Branca

Assistant Commissioner Adam Connolly

Assistant Commissioner Jason Parker

Press Secretary Gabriel Ramos

Director, Special Events & Initiatives Latisha Russaw

Director, Policy and Strategic Initiatives Pedro Zapata



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## CONNECT WITH US!

NYC Department of Veterans' Services (DVS)  
1 Centre Street  
Suite 2208  
New York, NY 10007  
212.416.5250  
[nyc.gov/vets](http://nyc.gov/vets)  
[@nycveterans](mailto:@nycveterans)

*For report copies or inquiries contact [press@veterans.nyc.gov](mailto:press@veterans.nyc.gov) or visit [nyc.gov/vets](http://nyc.gov/vets)*